

**Comments from Web Site Survey 5/30/14 through 6/19/14**

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "5/30/2014 4:18:03 PM"

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "5/31/2014 1:52:56 PM"

Please enter your comments here:: Metro Albuquerque is aging rapidly. We must make sure that there are health and social services for people that need them, even if not covered by Medicare, Medicaid/Centennial Care, or the ACA.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "6/1/2014 9:31:15 AM"

Please enter your comments here:: Our community is in serious trouble! UNMH does not provide mental health services according to patient needs. A person in need of therapy does not get better with an appointment every two weeks, or once a month. Those who are insured with Medicare, also have the problem of providers being paid after long, periods, intermittently, and at low reimbursement rates. Patients who can not afford it often are required to pay out-of-pocket, seriously affecting monies that are required for things like home and auto repair, healthy diet, etc. Our community is in DIRE need of mental health services. A perfect example is the outrageous number of killings by police. Some by untrained officers, too many by suicide-by-cop. Can't the use a stun gun or shoot them in the leg instead of putting multiple bullets in them? We are really in trouble. Resources need to be in place to literally STOP THE INSANITY!

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "6/2/2014 8:14:37 AM"

Please enter your comments here:: Better care for East Mountain residents, starting with a public meeting that is not in town.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "6/2/2014 10:36:18 AM"

Please enter your comments here:: Uninsured visitors to the Emergency room or other UNM Hospital facilities should be routinely and persistently introduced to the process of becoming insured through the ACA.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "6/5/2014 2:21:23 PM"

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "6/6/2014 11:58:18 AM"

Please enter your comments here:: As a physician having worked with indigent Bernalillo County residents for many years I have seen many of the shortcomings of our current system. My recommendations to the task force are: 1) All Bernalillo County residents regardless of citizenship status, should qualify for access to care 2) Health Care should include not only medical visits, laboratory, radiology etc. but also safety net services to ensure that patients understand their disease and can become co-managers of their chronic conditions. 3) Incarcerated populations should receive adequate care for their medical, behavioral and substance abuse needs. Special programs to help reintegrate them into society and into their families are crucial to lower recidivism rate. 4) Funding for those safety net services may be better used by nonprofit community groups, public health and others who have a track record of working effectively with low income and incarcerated populations. 5) Some of the funding should be allocated for preventive services and given to those nonprofit organizations that have a track record of being effective in this work. Maria Goldstein, MD

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "6/11/2014 11:12:53 AM"

Please enter your comments here:: Mental health care is a priority.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "6/16/2014 9:24:58 AM"

Please enter your comments here:: Please make sure that the Mill Levy funds don't go exclusively to UNMH. Bernco needs to fund other health clinics that truly assist the uninsured in our community regardless of immigration status. Undocumented Immigrants who reside in this county pay taxes and deserve to be covered by the funds designated to provide healthcare to the indigent populations residing in our county. The Mill Levy should also support agencies that hire navigators to connect low income residents with resources to overcome health and other socio-

economic factors that compromise their health outcomes (poverty, housing, employment, domestic violence, etc.). The Pathways to a Healthier Bernalillo County Program should be expanded and pay for directly with funds from the County without having to depend on funds the County gives to UNMH and UNMH passes through to the Pathways program. This is a conflict of interest since moneys that UNMH allocate to Pathways decrease the amount the hospital uses for their operations.

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**Comments from Web Site Survey 6/20/14 through 6/26/14**

Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "6/20/2014 10:40:21 AM"

Please enter your comments here:: A FEW LINKS TO HEALTH SAFETY NET MODELS THAT WORK CALIF Designing Safety-Net Clinics for Innovative Care Delivery Models [www.chcf.org/~media/MEDIA%20LIBRARY%20Files/PDF/D/PDF](http://www.chcf.org/~media/MEDIA%20LIBRARY%20Files/PDF/D/PDF) MINN Recommendations Access Work Minnesota's Safety Net 2014 mn.gov/health-reform/...16-PANEL-MN-Safety-Net-Coalition.pdf CALIF <http://www.careinnovations.org> CALIF <http://www.chcf.org/publications/2011/03/promising-practices-clinic-design> CALIF [http://healthpolicy.ucsf.edu/article/healthcare\\_safety\\_net](http://healthpolicy.ucsf.edu/article/healthcare_safety_net) NATIONAL <http://eclkc.ohs.acf.hhs.gov/hslc/tta-system/health/center/link-between/docs/link-health-and-school-readiness.pdf>

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "6/20/2014 11:37:46 PM"

Please enter your comments here:: Safety Net Resources link: <http://www.ppic.org/main/publication.asp?i=1080> (see social safety net)

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**Comments from Web Site Survey 6/27/14 through 7/07/14**

Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/7/2014 10:44:45 AM"

Please enter your comments here:: When Mayor Berry and Gov Martinez are out, our healthcare systems will be back on track. They are cutting funding and with cutting funding, they are cutting morale. Since they have entered office, we have suffered in all areas. There's an uneasy quietness in our state.

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**Comments from Web Site Survey 7/08/14 through 7/11/14**

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/8/2014 2:55:56 PM"

Please enter your comments here:: Necesitamos servicios de salud para TODOS los residentes del Condado de Bernalillo, principalmente para las personas de mas bajos ingresos economicos. Los cuidados de SALUD son para todos los individuos sin importar edad, raza, religion, estatus migratorio,economico, preferencia sexual, genero y demas. Estamos ante una gran oportunidad de hacer un cambio benefico para la comunidad, Bernalillo County puede crear un Departamento de Salud del Condado el cual brinde primary care para todos. El UNMH no esta cumpliendo con este servicio. Hay muchas quejas de la gente porque hay algunas que no califican para ser atendidos, largas esperas para las citas, negar el servicio de operaciones a la gente que no tenga dinero en efectivo para pagar por una operacion carisima, las deudas medicas(la gente esta temerosa de las deudas) malos interpretes, muchisimas horas de espera en la sala de emergencia. Y mas cosas, pero por el momento creo que son las principales cuestiones en las que se debe trabajar para mejorarlas. Tambien apoyo un incremento economico para el Programa de Pathways en el Condado de Bernalillo el cual es de mucho beneficio para los residentes del Condado. El programa lo a demostrado y tiene que ser apoyado economicamente para que tenga mas condiciones de seguir sirviendo como lo ha hecho hasta ahora. Sim mas por el momento y esperando que ustedes sean parte del cambio positivo que necesitamos en nuestra sociedad, reciban un calido agradecimiento por su labor. Gracias

We need health care for all residents of Bernalillo County, mainly for people of more low-income economic. HEALTH care is for all individuals regardless of age, race, religion, immigration status, economic, sexual preference, gender and so forth. We have a great opportunity to make a beneficial change to the community, Bernalillo County may create a Department of health County which provides primary care for all. The UNMH is not complying with this service. There are many complaints of people because there are some who do not qualify to be attended, long waits for appointments, deny operations service to people who do not have money in cash to pay for a fast operation, the medical debts bad (people are fearful of debt) interpreters, many hours of waiting in the emergency room. And most things, but at the moment I think are the main issues that will need to work to improve them. Also support an economic increase for the Pathways program in Bernalillo County, which is of great benefit for the residents of the County. Program it to shown and should be supported economically so that you have more conditions of continuing to serve as it has done until now. YES more at the moment and waiting for you to be part of the positive change we need in our society, receive a warm thanks for their work. Thank you

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/9/2014 4:07:05 PM"

Please enter your comments here:: We need to continue to promote the importance of people taking better care of themselves through better nutrition and more exercise.

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**Comments from Web Site Survey 7/12/14 through 7/17/14**

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/15/2014 12:15:54 PM"

Please enter your comments here:: There are many factors that influence health outcomes, but among the most significant predictors are income, education, health insurance, neighborhood life, family, and environmental and work conditions. We need to find innovative solution to addressing the social determinants of health.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/15/2014 12:24:51 PM"

Please enter your comments here:: As long as UNMH receive that money they should provide healthcare through UNM Cares especially for all the people who fall between the cracks of Obamacare.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/15/2014 12:29:08 PM"

Please enter your comments here:: All county residents must have affordable access to comprehensive medical, preventive and behavioral health services, regardless of their immigration status. And UNMH admins have failed to give us this so, now, the county must provide oversight and leadership to assure this care. We all pay taxes here so none of us should be left behind. County Commish's must use most of the mil levy to expand UNMCare to all residents, and some funds to build Pathways program capacity into an independent, comprehensive and sustainable program for systems navigation and public health planning. We can do this here, and lead the nation in filling preventable and tragic heath systems gaps.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/15/2014 1:01:28 PM"

Please enter your comments here:: Thank you for your hard work on this important issue. Please do your best to push the county and UNMH to work together to make sure our county tax dollars go towards addressing the county's major health needs and that all financially eligible county residents have access to high-quality, affordable health care that doesn't leave them in crippling medical debt.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/15/2014 1:10:00 PM"

Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/15/2014 1:34:31 PM"

Please enter your comments here:: Access to dental services continues to be a huge issue here, particularly for adults and the uninsured. It would be great if the amount of funding allocated for dental services could be increased.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/15/2014 1:52:15 PM"

Please enter your comments here:: Please, Bernalillo County be very specific in requiring the UNMH to be a truly responsive safety net for the healthcare needs of those residents who do qualify for or cannot afford healthcare under the ACA, regardless of immigration status. Hold the UNMH accountable to this requirement. Thank you!

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/15/2014 2:43:55 PM"

Please enter your comments here:: It is essential that this money is used to address the issues of still too-costly health care and for the population of immigrants that don't qualify for any other assistance. Expansion of innovative models like Pathways to a Healthier Bernalillo County are key to addressing the health needs of Bernalillo County residents.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/15/2014 2:52:34 PM"

Please enter your comments here:: Please consider an assessment center for the homeless, the hungry, the undocumented, the intoxicated, the addicted, the abused, & the exploited. Focus more services to the people with the greatest needs. Use a client centric system in order to maintain the client in services for the needed treatment. Use a diversion court. Expand crisis intervention teams to included mental health/substance abuse counselors & take the person in crisis to a health facility instead of booking. Stop sending inmates out of county for incarceration when the monies could be used to diverse, to treat, and to stabilize the recidivists and to prevent the non violent inmate receive mental health services. Housing for the homeless is a fundamental need to deal with the people on the street with addictions. Develop a stable housing program for all homeless and newly released inmates - mental health and physical health and addiction treatment can be built once stable housing is established. Use MDC just for violent offenders pending transfer to state or federal prisons. Do more integration efforts among the city, county and state in developing and implementing a consistent, sustainable healthcare system in which no one is left on the street to be stepped over. Thank you.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/15/2014 3:08:56 PM"

Please enter your comments here:: I am aware of the Mill Levy and some of the ways in which the funding is utilized. I feel expenditures need to be monitored closely so they benefit the community as a whole.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/15/2014 3:10:13 PM"

Please enter your comments here:: I feel that the Mill Levy should continue to support the UNM/HSC Pathways Program

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/15/2014 3:26:41 PM"

Please enter your comments here:: The best opportunities for use of mill levy funding could be leveraged thru an emphasis upon prevention and early intervention as a strategy to address issues that take precedence in dealing with the social determinants of health, and negative health outcomes.. For example, such interventions that have a proven track record like an emphasis upon School based health, early childhood programs, and immunizations, harm reduction, would curb many of the outcomes related to poverty, and risky behaviors.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/15/2014 6:39:06 PM"

Please enter your comments here:: I am a harm reduction specialist certified by the State of New Mexico and a first-year medical student at UNM. I have worked in Albuquerque serving the needs of homeless and drug addicted individuals for the last 10 years. I have done outreach at MDC. I can tell you that lack of access to alcohol and substance abuse treatment is a huge problem in Bernalillo County. It contributes to emergency room and surgical costs, and crime in the county. It is much less expensive to treat addiction than to incarcerate non-violent offenders. Having worked in the jail I have seen a huge number of people with medical problems that are going unaddressed because of lack of access in that setting. Keep in mind that a great deal of people incarcerated in our jail have not been convicted of anything. The jail in Albuquerque serves as the largest psychiatric hospital in the state. Except it functions more as a storage area than a hospital. Expanding access to psychiatric urgent care at UNM could go a long way in keeping mentally ill people out of jail. See, jail is a very dangerous place and people do not get better there. I have met people in Bernalillo County who are deceased now for lack of medical, psychiatric and substance abuse treatment. We can address this and we can do so in a way that prevents incurring more cost.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/15/2014 7:55:05 PM"

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/16/2014 9:46:19 AM"

Please enter your comments here:: Behavioral health counseling is limited in our communities, especially for those from low income neighborhoods/undocumented children and families. Services and capacity should be broadened in this respect. Metropolitan Detention Center-An agreement should be established with bidders from outside of the prison system. These should be private contractors that can provide services to inmates. Oversight needs to be provided by entities who are not part of the current system (outside evaluator). Bids should also be opened to small practice and organizations who can provide direct services in areas of mental health, counseling, other health services etc...

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/16/2014 2:12:21 PM"

Please enter your comments here:: Currently, access to emergency psychiatric services at UNMH are virtually impossible unless one meets the defining characteristics of suicidal or homicidal..and for the latter, it is unclear if they will get psychiatric help or be carted off to jail. UNMH also will not admit for psychiatric services anyone who is under the influence of drugs/alcohol (self medicating), will not be admitted. UNMH also will not hold anyone even if represented by a qualified psychiatrist for a 72 hour evaluation and stabilization period. Essentially, when someone is at the point of needing psychiatric services, they can not get them from UNMH unless the threshold for homicide/suicide has been reached. There are many other mental health challenges faced by individuals that warrant emergency care and not a referral for an appointment weeks down the road.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/16/2014 3:10:49 PM"

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/16/2014 3:12:44 PM"

Please enter your comments here:: where is the survey? I just got this info and dates have passed

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/16/2014 3:46:13 PM"

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/16/2014 3:48:16 PM"

Please enter your comments here:: The community needs better access to providers of services that are outside the UNM network. It would be helpful for community members to be able access a broader list of providers in the area who are not affiliated with UNM.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/16/2014 3:50:09 PM"

Please enter your comments here:: The Health Science Center leadership, hospital leadership, and affiliated clinics and programs have failed in their duties as guardian's of the public's health and health care, charge they have through the mill levy obligation. Low-income

residents are still put into collections; a reasonable sliding fee scale has not been developed to help the uninsured and low-income patients; service sites have not been developed in the most high need parts of the community (but rather investments made in Rio Rancho); the failure to offer services in Spanish and other community languages or at least offer adequate translation services for the monolingual English speaking health personnel. The Hospital and its leadership are held in low esteem by public hospital officials around the country for their lack of imagination and attention to community health. The situation will only change if the entire HSC leadership is replaced by leadership with the community's health as its primary goal rather than using the mill levy monies for empire building. Our community deserves better and property tax payers should expect more better health and health care returns from our tax dollars for all residents of Bernalillo County.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 6:13:44 AM"

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 7:23:16 AM"

Please enter your comments here:: There are still nearly 175 thousand uninsured in New Mexico. We can make a big dent in that number by making sure that no one in the Bernalillo County goes without the healthcare attention they need.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 7:36:53 AM"

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 7:55:16 AM"

Please enter your comments here:: Dear Bernalillo County Healthcare Mental health should not be left in the hands of our policeman or bureaucrats. There has been a decrease in behavioral health care for over 90,000 people in our communities since January. The decrease of services is a direct result of our state government canceling reimbursements of Medicaid dollars to many of our providers without due process. These actions have serious consequences. Our communities can't handle the economic and emotional "fall out" from depression, substance abuse, suicides, domestic violence, etc. that are a direct result of the lack of mental health services. We desperately need more behavioral health providers in our state and who from our own state. The money that we use towards prevention is truly worth a pound of cure. Mental illness is treatable with the help of trained mental health and medical specialists. Encourage your

state legislators to help by passing behavioral health legislation that will attract more capable people into this field of work. Time is of the essence. Victims are suffering today as we delay!  
Sincerely, Susan Klebanoff Bernalillo property owner [OBJ]

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 8:12:30 AM"

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 8:33:40 AM"

Please enter your comments here:: I THANK THAT THE UNM HOSPITAL DOES A GOOD JOB OF SERVING PEOPLE'S PHYSICAL NEEDS, BUT LACKS IN THEIR TREATMENT OF THEIR MENTAL HEALTH NEEDS.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 8:38:10 AM"

Please enter your comments here:: Why did we not receive the above public meeting schedules before the meetings?

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 9:06:00 AM"

Please enter your comments here:: Isnt it obvious? Mental Healthcare!

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 9:26:42 AM"

Please enter your comments here:: Please guarantee affordable access to medical, behavioral and preventive healthcare for all county residents who need it. Please expand UNMCare into the healthcare-home program for all county residents that keeps us from life-crushing medical debt, and dedicate funds to an independently-run Pathways Program that plans services to close the gaps in our county healthcare systems.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 10:21:56 AM"

Please enter your comments here:: The nearer we can get to taxpayer-funded medical care for those who need it,the better.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 10:35:01 AM"

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 11:49:02 AM"

Please enter your comments here:: We certainly need to be sure that our Health Care is maintained at the UNM hospital. This is where people go who do not have insurance or not good insurance. Even with the new ACA, there is definitely still a need for this important facility.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 2:15:04 PM"

Please enter your comments here:: Since not only Bernalillo county residents use this facility, I believe the hospital and it's clinics should get more help from the state.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 3:28:31 PM"

Please enter your comments here:: the people need healthcare to help them with staying healthy so do what you can for them and pass this.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 4:47:54 PM"

Please enter your comments here:: I think that UNMH does outstanding work in providing care to the members of the community. I do not believe that there is a reason to change the Lease agreement between UNM and Bernalillo County.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 5:20:41 PM"

Please enter your comments here:: Monies that went to UNMH for mental health services should go to all qualified providers, not just the UNM group.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 5:20:42 PM"

Please enter your comments here:: All of these meetings have already taken place-- is there a summary of the meetings concerning viable options?

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 8:17:20 PM"

Please enter your comments here:: There are no pediatric psychiatrists taking patients right now. UNM has put a hold on intakes because they are short staffed. Our Suicide rate is one of the highest in the nation as are drug overdoses. The Juvenile Justice System has gone away from rehabilitation back to corrections and is housing seriously mentally ill clients at half the required Behavioral Health Staffing. The core service agencies have gone away and mentally ill individuals need case management services they don't have. Metropolitan Detention Center has cancelled all adult education programs with the exception of GED. All of this increases mental illness on the streets.

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 10:28:35 PM"

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Below is the result of the "Bernalillo County Healthcare Needs Survey". survey submitted on "7/17/2014 11:59:47 PM"

Please enter your comments here:: additional funds should be appropriated for mental health services at the MDC as well as additional funding for health care clinics in low income neighborhoods.

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